

PROGRAM DETAILS

1 Telecommunicator Training Program

The Office of Education and Data Management offers a comprehensive training course free of charge. Contents of the program are listed on the back panel. Outside training programs may be considered for approval by the Office of Education and Data Management. More information can be found at www.ct.gov/dps

2 Telecommunicator Exam

The Office of Education and Data Management administers the Telecommunicator exam. Students must pass the exam in order to complete the next steps to achieving certification. Admission to the exam is based on successful completion of a State-Approved training program, or by qualifying years of experience or specialized training. More information can be found at www.ct.gov/dps

3 Probationary Work Period

The employer must establish a probationary working test period, and verify in writing to the Office of Education and Data Management that the student's probation with that agency has been successfully completed.

4 EMD Training

Section 28-25b(2) of the Connecticut General Statutes requires that all Public Safety Answering Points (PSAPs) provide EMD services no later than July 1, 2004. It is the employers' responsibility to provide this training. Proof of certification must be sent to the Office of Education and Data Management as part of the training requirements. All EMD training classes must be OSET approved.

The Office of Statewide Emergency Telecommunications (OSET) will reimburse PSAPs for the cost of EMD training for public safety Telecommunicator. For information on reimbursement, contact OSET at 860.685.8080.

5 911 Equipment Training

After successfully completing the Telecommunicator course, the student must attend a separate, four-hour, hands-on equipment class. There is no fee for the training. A four-hour in-house 911 training program provided by the employer may be acceptable. In this case, the **certified instructor** must sign and submit verification to the Office of Education and Data Management.

This brochure is also available at
www.ct.gov/dps

PROGRAM CONTENT

Unit 1 Introduction to the Career of Public Safety Telecommunication

Unit 2 Interpersonal Communications and Stress in the Workplace

Unit 3 Telephone Techniques and Telecommunications for the Deaf (TDD)

Unit 4 Modern Communication Systems

Unit 5 Broadcast Guidelines

Unit 6 Enhanced 911

Unit 7 Liability Issues for the Telecommunicator

Unit 8 Law Enforcement Operations

Unit 9 Fire and Emergency Medical Services Operations

Unit 10 NIMS IS-700

Unit 11 Hazardous Materials, WMD and Terrorism Awareness for the Telecommunicator



PUBLIC SAFETY 2008
TELECOMMUNICATOR
TRAINING PROGRAM



State of Connecticut
Department of Public Safety
Division of Fire, Emergency and Building Services
Office of Education and Data Management

PUBLIC SAFETY 2008
TELECOMMUNICATOR
TRAINING PROGRAM



There are five criteria that must be met in order to become a State of Connecticut Certified Telecommunicator—

- 1 Successfully complete a state-approved Telecommunicator Training Program
- 2 Earn a passing grade on the State Telecommunicator examination
- 3 Successfully complete a probationary work period
- 4 Successfully complete an Emergency Medical Dispatch (EMD) training class approved by the Office of Statewide Emergency Telecommunications (OSET)
- 5 Successfully complete a 911 Equipment Training class

PROGRAM DETAILS AND APPLICATION INSIDE

Phone—860.685.8155 Web—www.ct.gov/dps

1111 Country Club Road, Middletown, CT 06457

Employers can register students for the Telecommunicator Training course by completing the registration form and faxing it to the Office of Education and Data Management at 860.685.8611.

A confirmation letter with the class schedule and directions to the facility will be mailed to each student with a copy to the employer.

All State-sponsored Telecommunicator Training Courses are offered free of charge.

Telecommunicator Training Registration Form

TO: Office of Education and Data Management

FAX NUMBER: 860.685.8611

Please Note: Registration deadline is two weeks prior to class start date.
Register early. Class size is limited.

2008 TRAINING SCHEDULE <i>Please check the class you would like to attend</i>	
<input type="checkbox"/> January 22 – 30, 9 a.m. – 4:30 p.m. Department of Public Safety, Middletown	<input type="checkbox"/> August 18—26, 9 a.m. – 4:30 p.m. Colchester Fire Department, Colchester
<input type="checkbox"/> March 3 – 11, 9 a.m. – 4:30 p.m. State Police Academy, Meriden	<input type="checkbox"/> September 3—October 15, 6:30 p.m.—9:30 p.m. Wednesdays and Thursdays Department of Public Safety, Middletown
<input type="checkbox"/> April 7 – 15, 9 a.m.—4:30 p.m. East Hartford Public Safety Complex, East Hartford	<input type="checkbox"/> October 27—November 4, 9 a.m. – 4:30 p.m. New Haven Regional Fire Academy, New Haven
<input type="checkbox"/> June 23—July 1, 9 a.m.—4:30 p.m. Middletown Fire Department, Middletown	<input type="checkbox"/> November 17—25, 9 a.m. – 4:30 p.m. Department of Public Safety, Middletown
STUDENT INFORMATION <i>(to be completed by student)</i>	
Section 1-217 of the Connecticut General Statutes exempts the residential addresses of a number of occupational categories from release to the public under the Freedom of Information Act. Such categories include, but are not limited to, police officers, firefighters and employees of the Department of Correction. If you believe that your residential address is exempt under this law, please make a check mark in the box: <input type="checkbox"/>	
NAME: _____ ID #: _____	
ADDRESS: _____ <small>(enter the first three letters of last name—last four digits of social security number)</small>	
CITY: _____	STATE: _____ ZIP CODE: _____
HOME PHONE: () _____	EMAIL: _____
SIGNATURE: _____	
EMPLOYER INFORMATION <i>(to be completed by employer)</i>	
EMPLOYER NAME: _____	
ADDRESS: _____	
CITY: _____	STATE: _____ ZIP CODE: _____
WORK PHONE: () _____	EMAIL: _____
STUDENT DATE OF HIRE AS TELECOMMUNICATOR: _____	
SUPERVISOR'S NAME: _____	
SUPERVISOR'S SIGNATURE: _____	